

Chapter 9.A Mandatory Consultation Points

- A. Children and Family Services (CFS) Supervisors serve as a critical focal point for the successful achievement of agency goals and caseworker practices that strengthen families. CFS Supervisors are responsible for ensuring that positive outcomes are achieved for vulnerable adults through the delivery of competent, sensitive, and timely services, and that the agency's mission and goals are accomplished.

Mandatory consultation points are designed to provide formal opportunities for supervisors to coach, guide, support and review case information during critical decision points throughout the life of a case.

- B. Mandatory consultation with the Supervisor is required in the following circumstances:
1. During the investigation
 - a. When not able to meet with the alleged victim(s) within the required time frame. These situations include, but are not limited to:
 - 1) When the CFS Specialist has determined that they have made a 'good faith effort' to locate a vulnerable adult for investigation and the response time cannot be met.
 - 2) Law Enforcement has requested the delay, but the CFS Specialist is concerned about the safety of the vulnerable adult.
 - b. When requesting an extension of timeframes to complete the investigation.
 - c. When requesting approval to forgo the alleged perpetrator interview.
 - d. When determining if reasonable efforts have been made to locate the alleged perpetrator.
 - e. When an emergency exists and intervention is necessary; a consultation to plan a response or to advise the supervisor of actions taken will occur after the safety intervention is provided.
 - f. When it is determined that the vulnerable adult is in a dangerous situation, has no other substitute decision maker, seems to have impaired decision making and law enforcement is not willing to take action; and
 - g. When the vulnerable adult has a guardian who is the alleged perpetrator and the vulnerable adult is in danger.
When requesting an abbreviated investigation; and
 - h. When determining whether to open a case for service coordination.
 2. Legal Issues
 - a. When the CFS Specialist is requesting a Department/Administrative subpoena;
 - b. When the CFS Specialist receives a subpoena;
 - c. When requesting assistance from the DHHS Legal; and
 - d. When considering the decision to initiate court action.
 3. Critical Incidents
 - a. When there is a critical incident or if the CFS Specialist is unsure if an incident would be considered a critical incident.
 4. Case Finding

- a. When making a finding at the end of the investigation. This includes discussion with the Supervisor before putting a minor's name on the Central Registry.
- 5. During Ongoing Service Coordination:
 - a. Approval of service plan;
 - b. When requesting case transfer;
 - c. When requesting an extension for services purchased under the Social Service Block Grant APS funds without regard to income;
 - d. When requesting approval to forgo monthly contact with the vulnerable adult during service coordination;
 - e. Every 60 days of service coordination to determine if the case should be closed;
 - f. When a vulnerable adult exhibits impaired decision making capacity and there are identified safety concerns, but, the client withdraws from service coordination.
 - g. When considering closing the ongoing service coordination case.
- 6. Consultation Point Documentation: The CFS Specialist must document the supervisor consultation in the Consultation Point Investigation narrative section. The narrative must include:
 - a. The date of the consultation;
 - b. The persons from whom you sought consultation,
 - c. The reason for consultation
 - d. The subject matter of the decision; and
 - e. The information on which the decision was based.
 - f. Final decisions.

The CFS Specialist must leave this information in "draft" status. The supervisor must review the entry and must finalize the entry. If the supervisor disagrees with the content, he/she must have further discussion with the CFS Specialist before finalizing the entry. The CFS Supervisor may also enter the consultation narrative rather than the CFS Specialist.

- 7. Consultation with the CFS Administrator
 - Further consultation is required with the CFS Administrator in the following circumstances:
 - a. When requesting a variance to an existing policy;
 - b. When there is a conflict between Supervisors in different service areas concerning transfer of a case from one service area to another;
 - c. The supervisor cannot resolve issues or conflicts about a safety plan.

The Supervisor will document all administrative consultation points N-FOCUS in the Administrative Consultation narrative including the date of consultation, the subject matter of the decision, and the information on which the decision was based. The Supervisor will leave this information in "Draft" status. The Administrator will review the entry and will finalize it. If the Administrator disagrees with the content, he/she will have further discussion with the Supervisor. The Administrator may also document the consultation point.

- 8. Consulting with Legal Services:

The CFS Specialist should consult with Legal and Regulatory Services on any matter that a legal opinion is needed or any other subject matter where appropriate. The CFS Specialist must inform the CFS Supervisor of any correspondence with Legal and Regulatory Services.